

B.A. 1st Semester Examination, 2024

Skill Enhancement Course (SEC-1)

Paper: Soft Skills

Paper code: SEC-1

Full Marks: 80(for backlog students) Pass mark: 24

Full Marks: 60(for fresh students) Pass mark: 18

Time: 3 Hour

Time: 2 Hour

The figure in the margin indicates full marks for the questions:

1. Discuss different types of soft skills. 10
2. Fill in the blanks.(Any Five) 1x5=5
 - (i) Pitch is a matter of _____ modulation.
 - (ii) Tone is a matter of emotional _____.
 - (iii) _____ cues can convey emotions, attitudes, intentions etc.
 - (iv) _____ are hand movements and non verbal signals that can enhance verbal communication.
 - (v) _____ are long-standing customs or rituals that are passed down through generations.
 - (vi) _____ refers the logical appeal of the message.
 - (vii) The _____ is the originator of the message.
3. Discuss briefly the definition and significance of Communication Models. 5
4. Discuss Aristotle's model of communication. 5
 - Or
 - Discuss Dance's Helical Model of Communication. 5
 - Or
 - Discuss Networked Public Sphere Model. 5
5. Discuss the techniques for Active Listening. 10
 - Or
 - Prepare a sample format of a CV. 10
 - Or
 - Answer the following questions (any five) 2x5=10
 - (i) Who is a 'Receiver' in the Shannon-Weaver Model of communication?
 - (ii) What are the verbal and non verbal cues?
 - (iii) What is Emotional Intelligence?
 - (iv) What is adaptability?
 - (v) Write a short note on Digital Literacy?
 - (vi) Write a note on Problem-solving Discussion.
 - (vii) What is leadership?
6. Discuss how do Microsoft Office applications help in today's professional world. 10
 - Or
 - Give answer to the following questions. 5x2=10
 - (i) Name two 'font styles'.
 - (ii) How you can insert page numbers to a document.
 - (iii) How you can insert a table to a document.
 - (iv) Prepare a sample of an E-mail ID.
 - (v) Give an example of professional language (in a sentence).
7. Discuss briefly the following (any Five) 3x5=15
 - (i) Time Management (ii) Networking (iii) Facial Expression (iv) Exchange of ideas (v) Paraphrasing
 - (vi) Stress Management (vii) Adaptability (viii) Presentation Skills (ix) Crisis Management.

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(for backlog only)

8. Discuss different types of Group Discussion. 10
9. Write a note on Interview Skill. 10
 - Or
 - What is Curriculum Vitae (CV)? Discuss the features of a good CV. 10
 - Or
 - Write short note on the following. 5x2=10
 - (i) Impact of Language Barriers in communication.
 - (ii) Language and communication.
 - (iii) Language and culture.
 - (iv) Effective reading.
 - (v) Active Listening.

- (iv) Prepare a sample of an E-mail ID.
(v) Give an example of professional language (in a sentence).
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